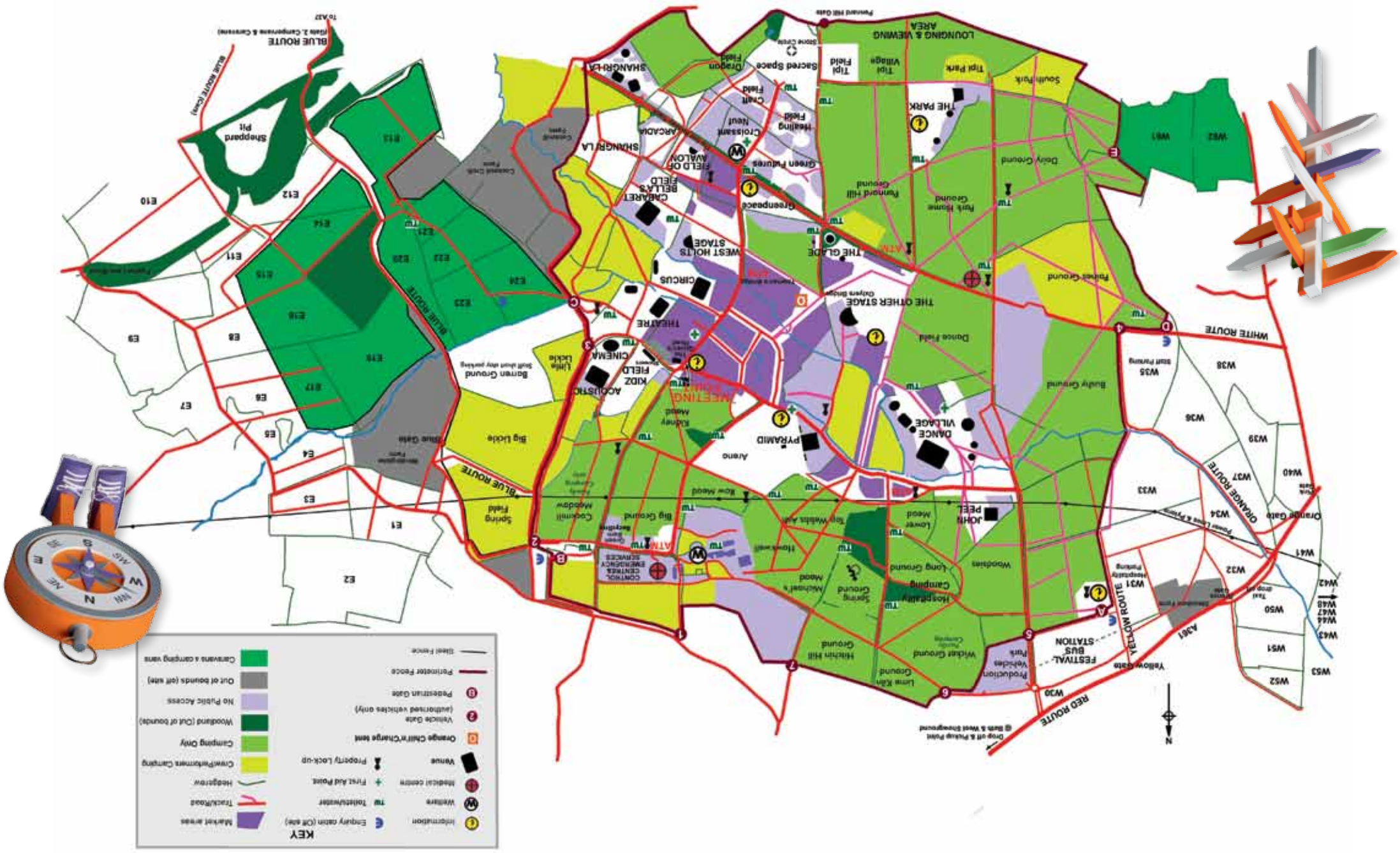

download your Glasto guru

with Orange GlastoNav you get artist information, festival alerts and an interactive map direct to your phone

to download, simply text GLASTO to 65101
also now available as an iPhone app

orange™

Available to all mobile networks. Handset compatibility may vary. Orange GlastoNav is free, but will cost about 50p to download depending on your tariff. All other services are free except 'broadcast and share' where data charges will apply.

Nobody drops you closer to the campsite

Direct coaches to and from Glastonbury from towns and cities around the UK

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The Last Word

Glastonbury isn't only famous for music and mud, we're known across the world as a green festival. While other festivals prize profit and sponsors, we actively support the work of international environmental and development causes – whose message seems more urgent than ever after the failure of the Copenhagen climate talks. This year we're 40, but hitting middle age doesn't mean we don't still have that radical flame burning in our hearts.

Glastonbury has a big impact on all our lives, but it should have a small impact on the Earth. So while we're all having the time of our lives let's also make time to clean up the mess we make along the way, which means taking responsibility for our own litter and not bringing things we can't reuse, making sure that tents, trainers and chairs don't end up in landfill sites or incinerators. Recycle what you can and don't pee in the hedge. Appreciate the clean water as millions of people around the world still don't have access to it.

In 1970 it was all about peace, love and understanding, flowers in your hair, all that - and in 2010 it still is, but nowadays showing the love means watching out for the planet and its people, and that's what we're all going to do.

working together
for a cleaner greener fairer glastonbury

Oxfam www.oxfam.org GREENPEACE www.greenpeace.org WaterAid www.wateraid.org

Enough advice already - have a wild and unforgettable time.

The Small Print Only food & alcohol for personal consumption can be brought into the site. Please don't bring any glass bottles. They are dangerous and will be confiscated. Do not bring anything that would cause unnecessary rubbish. You may be searched at the entrance for any items that may be used in an illegal or offensive manner - which will be confiscated. Persons suspected of carrying out illegal and/or offensive activities onsite may also be searched and face eviction. No portable laser equipment or pens are permitted. No animals (except registered guide dogs), sound systems, generators, sky lanterns or kites, unauthorised fireworks, or wax flares, large fires or burning of plastic will be allowed on site. Persons using fireworks will be evicted from site and materials confiscated. No unauthorised tape recorders, professional film or video equipment are allowed onsite. Cameras for personal use are welcome. Ticket holders consent to the filming and sound recording of themselves as part of the audience. CCTV will be used on site. Images will be monitored for the purposes of public safety, crowd management and crime prevention. For further information, contact Site Office, Worthy Farm, Pilton, BA4 4BY. The cost of the ticket includes camping (apart from Sunday tickets), musical and non-musical performances.

Printed on environmentally friendly paper.

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GLASTONBURY FESTIVAL 2010 of Contemporary Performing Arts 25-26-27 June

the fine guide

The Festival is open from 8.00 am, Wednesday, 23th June until 5.00pm, Monday 28th June.

Please do not come before 8.00am on Wednesday

www.glastonburyfestivals.co.uk

LOVE THE FARM. LEAVE NO TENTS.

The 1,100-acre site at Worthy Farm is on the edge of Pilton village, off the A361 between Shepton Mallet and Glastonbury. It's a hilly, dairy farm with rough tracks and uneven walkways which can be difficult to get about on, particularly in bad weather, or if you are carrying an injury.

This guide will help you make the most of the Festival experience – and avoid potential pitfalls. And whether you're an old hand or a festival virgin there's even more useful stuff on the official website at www.glastonburyfestivals.co.uk.

Getting ready

Everyone's got their own idea of what to bring to Glastonbury but, when packing, remember - less is best. Help us by only bringing essentials. Gazebos take up other people's camping space and usually get trashed – please don't bring one.

- Don't forget your ticket – you'll need to show it at the turnstiles to get in.
- Only bring what you can afford to lose. There is no way you can make a tent secure.
- Remember when packing that glass is not allowed on site
- You will have to carry all your stuff some distance - so travel light. Everything you need can be bought on site.
- Bring warm & waterproof clothing, (ponchos are lightweight and a great way to keep dry) a pair of decent walking shoes/boots, plenty of dry socks to change into if your feet get wet, sun-cream, biodegradable wet wipes and a torch to help you to manage the uneven tracks and avoid those tricky guy-ropes at night.
- You can eat really well and cheaply on site. Ditch the food and cooking equipment.
- Only bring the bank cards you need for the ATMs on site, and leave a note of their numbers at home to make cancellation easier, if they get lost. Only carry a small amount of cash.
- Only bring the keys that you are likely to be using, in case they get lost.
- Make a note of your mobile phone's unique IMEI number (which can be found by pressing * # 06 #.) It really helps to quote that when reporting a lost phone.
- Tickets are non-refundable, and cannot be transferred to another name, so if you are concerned you may be unable to attend the Festival, you may wish to insure your ticket.
- Remember to bring your vital medications and keep them with you.
- Please don't bring your own sound system - the Festival has music pretty well covered. The campsites are patrolled for rogue systems, which will be confiscated.

Getting there

- Travelling by public transport saves you money, reduces pollution, is stress-free, sociable and helps you to beat the queues. Seriously consider leaving your car at home. Please!!
- Gates open from 8.00am Wednesday 23th June. Car parks will be open overnight on Tuesday, but if you arrive early you have to stay in your car until the gates open. Stewards will not permit any fires, music or partying in the car parks. We are also planning to open the campervan/caravan fields slightly earlier, with access available from Tuesday afternoon.
- The last part of the journey can be the longest – be ready for queues and bring plenty of water and make use of the loo before you get close to the Festival.
- Look after you ticket, they're like gold-dust. In the past there have been thefts of tickets at motorway services some distance from the Festival.
- Avoid driving through Pilton village - please respect local residents' land and property, and don't trespass or maraud in the village.
- If you use Sat Nav, check out Directions to Car Parks in the **Directions to Car Parks** section and when you get close to the site follow the car park signs and the directions of stewards.

Getting in

- Get friends' tickets to them before they leave for the Festival; it is utterly impossible to meet at the gates. If you have to meet up, do it at least 5 miles away from the Festival.
- Be prepared to show your ticket for inspection at car park entrances or when catching public transport or the shuttle bus, BUT do not give your ticket to anyone, even if they look like stewards, until you reach the tent in front of the turnstiles where they check your ticket photo.
- Do not leave the turnstile until you have been wristbanded by the gate steward - and make sure that your wristband is firmly secured. If you have a problem there is a Ticket Enquiry Cabin near Pedestrian Gates.
- Keep your ticket and wristband safe once you are on site, otherwise you will not be able to re-enter the Festival if you leave. And that includes going to and from car parks and the caravan and campervan fields. Follow gate stewards' instructions about passouts. On returning, there are dedicated lanes at gates for festival goers who have already been on site which are separate from those arriving for the first time. Make sure you are in the right lane.

The souvenir programme is free with your ticket – pick it up when you enter, along with the handy Guardian Guide. And if you keep your ticket in the plastic Guide pouch, make sure the knot is tight. You can replace the Guide but not your ticket.

Children

- Children aged 12 and under have free entry if accompanied by an adult. If your child looks over 12 it would be wise to have some ID to confirm their date of birth.
- Campsite Stewards will direct you to quieter or less dense places to camp. There are two Family Camping Fields, one on the west in Wicket Ground near the Festival Bus and Coach Park by Pedestrian Gate A (PGA), and one on the east near the Kidz Field by PGC.

Making camp

- Some camping fields are very busy and fill up quickly. If you want quiet – to sleep – gate stewards will advise you where to go. There is usually more camping space to the west of the site near the Park, and this year there are 40 acres more, also in the west, just by the Festival Bus and Coach Park. There will be a little less camping space in the Green Fields this year, and in particular in Dragon Field. If a field is full, stewards will direct you to an alternative.
- Note where you camp in relation to a recognisable landmark or mark your camp with a flag. It can be a nightmare finding your tent in a field with a thousand others – particularly at night.
- Say hello to your neighbours to build a community feeling and provide greater security. Look after each other and if someone is feeling ill, get help.
- Remember that tents are very vulnerable, even zipped up. Padlocks scream "I have something worth nicking in here".
- Thieving gits will find it harder if you take some basic precautions. Postcode your valuables. UV pens are available at Property Lock-ups. Be inventive about hiding your money – spread it around. Some people put money and mobile phones in their wellies whilst walking around -just be careful if you get stuck in the mud!

Property Lock-ups

- If you're worried about something being stolen, don't leave it in your tent. Essential valuables can be left at the free 24-hour Property Lock-ups which are prominent around the site. They are marked on Festival maps with the keyhole logo.

If you are unfortunate enough to be a victim of crime, report it to the Police HQ where you can get a crime record for insurance purposes. If you have information about a crime, call Crimestoppers on 0800 555111.

- Lost property – items that have been found will be kept in a secure tent adjacent to the bank and church at the top of Big Ground. If you lose, or find, any property this is the place to go – and don't wait until you get home to enquire. You are more likely to reclaim your property if you do it at the Festival.

Light my fire

Most nights are marked by spectacular fire shows in the Circus Field. Hopefully nothing else will go up in flames at the Festival!

- Candles are dangerous and useless in a field; use torches in and around tents.
- Only buy wax flares from authorised festival traders – check their accreditation.
- Light fires away from tents, using the wood supplied – never from hedges and trees.
- Don't dig holes. A cow with a broken leg wouldn't thank you - if it could speak!
- Watch out for flying embers and sparks – they can start a fire even from distance.
- Don't burn plastic, please. Quite apart from anything else it stinks.
- NEVER use petrol or paraffin to start or revive a fire.
- Camping stalls will provide and change camping gas for you. If you change them, always do it outside tents – even if it is raining – and ensure the gas tap is in the 'off' position, otherwise the gas will ignite when the cylinder is pierced and you could get badly burned.
- If you cook, do it outside.
- Campsite stewards & security teams look out for fires, accidents and risky situations.
- The legislation about not smoking inside in public places applies in tented venues on site - just as much as it does in your favourite club.

Should you discover a fire, raise the alarm, check out people nearby are OK, and tell your nearest campsite steward about the problem. Immediately!

Show me the money

- The five NatWest Cash Machines near the farmhouse are open 24 hours a day from Wednesday 3 pm to Monday 12 noon, accepting all major debit and credit cards. The Bank does not charge for their cash machine services.
- 24-hour ATMs are also situated in the Pennard Hill campsite, near the John Peel Stage, and on the walkway between the Jazz World Stage and the Other Stage. These make a small transaction charge of £2.50.
- Get cash with a friend for company and security – and expect to queue.

3000's a crowd

As people move between the stages, particularly in bad weather conditions, gridlock can occur. If a swelling crowd develops, avoid adding to it. Chill, sit down, relax, and listen for announcements offering alternative routes. Be patient! Glastonbury is an unhurried experience.

Getting around

- The Festival covers a massive 1,100 acres inside the fence. Not counting endless distractions, or carrying baggage, it takes at least an hour to walk across site. If it is muddy, or you are carrying an injury, it will take even longer. And that's in daylight and sober.
- Disorientation easily sets in – not only in children. The surroundings change dramatically after sunset, when more tents arrive and crowds gather.
- Arrange to meet friends at the Meeting Point or a quiet place – it's impossible to meet at one of the main stages. 'Time' becomes a vague concept at the Festival. Be prepared to wait.

Stay in touch, all festival long

- Glastonbury's a pretty big place and the best way to keep in touch with your mates is by mobile. There are transmitters on site so reception shouldn't be a problem but don't rely on texts - they can take time to get through.
- If you're running low on juice or low on credit, dont worry, head for the **Orange Chill n Charge** tent and we'll recharge your batteries for free and you can top-up - whatever network you're on.

Information Points

- Information Points bulge with things you didn't realise you needed to know. They can give you directions, maps, transport details, local town and Festival information. They will post cards home, take in lost property, offer help and support, handle complaints/compliments, provide recharging for disabled peoples' wheelchairs, toilet rolls, recycling bags, suncream and condoms – and all of that is free!
- You can buy programmes and they offer an electronic mobile phone credit top-up.
- If you get lost, or lose track of your friends, try leaving a message at any (or all) of the six Information Points, and/or with Worthy FM (87.7 FM). The Information Point beside the Meeting Point offers a 24 hour service.
- The only public payphones are at Information Points
- The free 'Q Daily' can be picked up at any Information Point, Friday to Sunday. From 8.00am on Monday, Information Points sell the souvenir 'Q Glastonbury: The Ultimate Review' for £3.00. Reviews are also available on Monday morning at the exits from the site, or you can place an advance order and have one posted to your favorite aunt or friend who could not make the Festival.

Looking after number one

The moment you enter the Festival site, you do not become an indestructible being, capable of anything. So look after yourself, don't overdo it and, most importantly, look out for others.

- Without wanting to sound like your mum, please wash your hands regularly. There is more chance of catching an infection in a field than at home.
- The Festival takes place on uneven farmland, with stone tacks and metal trackways. Take care, especially at night – you can't dance with a twisted ankle. Strong shoes for walking may not be fashionable, but are necessary – just as a torch is after dark.
- Please do not climb any trees on site – it's dangerous and may damage the tree.
- There's lots of traffic on site. Give farm vehicles and trucks plenty of space to pass and don't ride on vehicles.
- Illegal drugs are no more legal on site, than off. There will be police on site. The Festival is not a good time to experiment with drugs. The crowds, the noise and the sheer size of the place are likely to make any bad reaction much, much worse.
- Take a water bottle with you, especially when the sun is shining. You can fill it for free from tap points dotted around the Festival site. Don't risk overheating and dehydration.
- Drunkenness is, at best, annoying and antisocial. Drug/alcohol cocktails can be lethal.
- Prolonged exposure to high volume noise can cause severe hearing damage.
- Serious sunstroke, sunburn or cancer can be caused by the sun on unprotected skin.
- You risk pregnancy and/or infection from unprotected sex.
- Bar staff will ask for proof of age whenever a customer appears to be under 18 – so if you think there is a chance you may be asked, best bring some photo ID. It's down to you to prove you are over 18.

Thinking about others

We spend the year trying to make sure you have a great time – we ask you to help us and be considerate of the farm, the environment and other ticketholders.

- Tons of camping kit is abandoned each year. It's not good. Please pack up all your stuff including your tent and take it home with you to reuse next year.
- When you set up camp, if you take up acres of space, people who cannot come until Friday night or Saturday morning will be pushed to find a square of grass to pitch their tents.
- Flags are part of Glastonbury, but please be considerate with them. If you take them into the mosh pits you block the view of others who have paid just as much as you to be there – stand further back.
- Antisocial and illegal behaviour will not be tolerated - ejection without return will be the outcome.

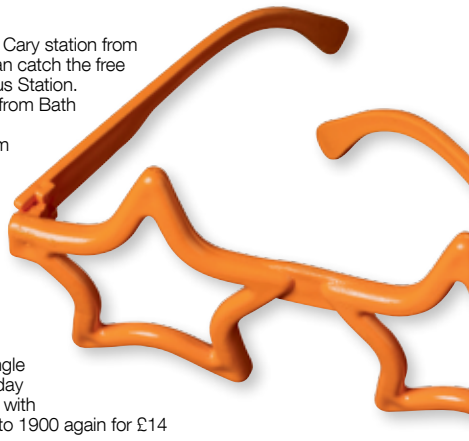
Medical & Welfare

- There are two Medical Centres, a pharmacy and two Welfare Centres – check out the map.
- The Welfare Centres provide experienced, caring and confidential help for all kinds of practical and personal problems, as well as dealing with lost & found property.
- Lost children are cared for in the Kidz Fields until 8pm daily, after which they are taken to Wagonshed Welfare, next to the farmhouse.
- Green Fields offer a variety of alternative therapies.

Getting to Glastonbury

By Bus

- See Tickets sell coach tickets – glastonbury@seetickets.com or 0844 412 4626.
- National Express will be providing dedicated services direct to the Glastonbury Festival site from over 50 destinations in the UK. To book your guaranteed seat, click www.nationalexpress.com/glastonbury call 08717 81 81 81 (£1 telephone booking fee applies) or visit any National Express outlet. Tickets will be checked on boarding and travellers without tickets will be expelled from coaches well away from the site.
- There are no normal regular local service buses running directly to the site.
- National Express have a service from Bristol Bus Station at only £19 return. It is best to pre-book on the National Express web site or call their ticket line, otherwise you may face delays if too many turn up on the day.
- The Festival will run a bus service from Glastonbury town to the site on Wednesday and Thursday between 0700-2200, on Friday, Saturday and Sunday between 0700-0200 and on Monday between 0600-1900. The charge will be £3 single. (This price covers costs only and the service is non profit-making.)



By Rail

There are extra trains to Castle Cary station from where Festival ticket holders can catch the free coach shuttle to the Festival Bus Station. There will be no service buses from Bath rail station.

- A free coach shuttle runs from Castle Cary Station from Wednesday morning to Monday 5.00pm, stopping overnight when trains are not running.
- The Festival is operating a service from Bristol Temple Meads railway station. It runs on Wednesday, Thursday and Friday 1000-1900 for £14 single and a return service on Sunday 12 noon to 2100 (to connect with last train) and Monday 0600 to 1900 again for £14 single.
- Train services to Castle Cary station can be booked by going to http://www.raileasy.co.uk/go/info/glastonbury-festival-trains

By Road

- You will not get near the Festival without your vehicle routing sticker or car parking pass. Get it where you bought your ticket, quoting your reference number or postcode. Put the sticker on the windscreen well before you reach the Festival site. It costs £15 (payable in advance) to park your car or £75 for a campervan, caravan or trailer tent.
- Hook up with others travelling to the Festival and reduce congestion and your carbon footprint. Check out the car-sharing website www.liftshare.com. Cut down the amount you bring to site and use the space to bring someone else. Less kit means fewer trips back to the car. Remember some car parks are a long distance from the camping areas - save your legs and your time.
- Plan your journeys in advance – could save you hours. Remember – tiredness kills!
- The worst time to arrive by car is between 10 am and 6pm on Wednesday. From previous experience queues can be extensive not just to get into the car parks but at the pedestrian gates.
- The worst times to leave by car is on Monday between 12.00 midnight and 1am and then between 9am and 5pm when there can be long delays of up to 9 hours to leave the car parks. Beat the queues by leaving between 2am and 7am on Monday morning – if you can get up!!! The Festival is doing everything possible to reduce queuing but there is only so much capacity on the roads. If you need to be anywhere on Monday leave early - and have plenty of water and food as you will queue.
- Make sure you are OK to drive. Drug driving is not a safe trip. When did you last have a drink? You see more police around the site than you do for the rest of the year. Do not risk it! Wait until you are OK - you know it makes sense.

Entrances

- There are four main entrances for cars, depending upon where you are coming from. Follow the P signs to get to the nearest available parking spaces
- If you have a choice, use the Blue Route (approach from the A303, then the A37), where there is more parking space and less of a queue to get in and out of the site.
- Check where you are parked, the colour, the number and what side of the site.

Car Parks

- The Festival car parks are all ticket-only with no alternative car parking nearby. The car parks just outside the security fence are vast, so each field is numbered to help you remember where your car is parked.
- If you arrive on site, and your car needs attention, deal with it early so it will be ready when you need to leave. On Monday all recovery services are very busy. Make use of the RAC Festival rate of £50 (Limited Recovery) call on 07902 906 413. Using unofficial car-parking threatens the future of the Festival.
- Absolutely no sleeping, camping or fires are allowed in the car parks.
- Don't park on verges or in gateways or private roads - you will be towed away by the Police, incurring expense and great inconvenience.
- Avoid leaving your car unlocked as you either load or unload, and leave nothing visible inside (even food and drink).
- Leave the glove compartment open and conspicuously empty. Don't invite car crime.
- On the Monday, the east car parks, which empty onto the Blue route, normally move much more quickly than the west car parks which empty onto A361 through Glastonbury, and often have several hours of delays.
- Lost your car keys? There is a locksmith in the compound by the pedestrian crossing on the A361 to the west of the site in West 32.
- There is a free, secure compound for motorbikes and pushbikes at Yellow Gate

Campervans/Caravans

Caravans, trailer tents and campervans are only admitted to special secure fields. The East parking is along Blue Route (off the A37) with the West parking along white route (off the A361). The website www.glastonburyfestivals.co.uk has a section under "Information" explaining which vehicles can use these fields and how to access them.

Drop-off, pick-up point

The drop and collect point will be signed, so follow the signs and miss the traffic jams on the way in and out. A free bus service will take you to and from the drop and collect point 24 hours a day direct to the Festival bus station next to Gate A. Get dropped off here to save walking miles or getting run over in the dark, and so you know where to get picked up from. Be aware local roads will be closed off on Monday for traffic leaving the Festival. Those picking you up will not be able to get near to the site, so please use the drop and collect point - it makes sense.

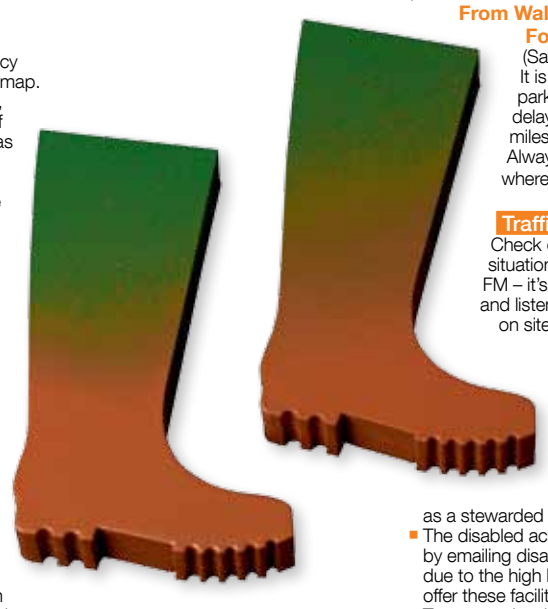
Directions to Car Parks

From London: M3 then A303 and A37. (Sat Nav TA11 7DP)
From the North East: A1 or M1, M25 to M3 (Junction 12), then A303 and A37. (Sat Nav TA11 7DP)
From the Midlands: Preferably M40 and A34 to A303 and A37. (Sat Nav TA11 7DP)
From the North West: M6, M5 to A39 (Junction 23) then A361. (Sat Nav BA6 8BQ)
From Wales: M4, M5 to A39 (as above) (Sat Nav BA6 8BQ)
For more local traffic using the A37 North or A361 East (Sat Nav BA4 4LY)

It is important that you approach the site on the side that you want to park. Using local roads to get to the opposite side of the site causes delays so use main roads that are well away from the site. A few extra miles travelled further away can save hours in queues near to the site. Always follow the directional signs, variable message signs and park where directed by staff.

Traffic News

Check out the Festival website to use the Police hotlink on the latest travel situation. Once within range (about 10 miles) tune into Worthy FM on 87.7 FM – it's good for traffic news both when you arrive and when you leave - and listen in to the morning show each day to find out what is happening on site.



By Foot

Make yourself visible when walking along public roads in the dark. Wear something bright! Try not to walk to the site - get dropped at the drop and collect point.

Disabled access

- There is dedicated parking for people with disabilities, as well as a stewarded camping area, with transport between the two.
- The disabled access facilities are only available to people that have pre-registered by emailing disabledenquiries@glastonburyfestivals.co.uk or calling 01749 899654 due to the high level of demand – and because of that demand we are unable to offer these facilities to people with temporary injuries.
- To access the disabled car park you must follow signs to the Yellow Gate, off the A361. Please display your disabled car parking pass and national blue badge clearly in the windscreen of your vehicle as you approach the Festival.
- Deafzone will be onsite offering free a BSL Interpreting service to those people that require it. For further information, please check out our website www.glastonburyfestivals.co.uk.